



Migration Guide

BlackBerry Professional Software for IBM Lotus Domino

Version: 4.1 | Service Pack: 4

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About the BlackBerry Professional Software

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The BlackBerry® Professional Software is designed to provide the core wireless communications and collaboration features and the security that you have in your current BlackBerry small business solution, in a smaller package.

The BlackBerry Professional Software supports up to 30 BlackBerry device users.

The BlackBerry Manager that ships with the BlackBerry Professional Software has been redesigned to provide streamlined access to management and configuration tools. You can use the same IT policy rules that you use to protect your existing BlackBerry small business solution. In addition, you can now choose from preconfigured IT policies that are designed to make IT policy management easier.

Because group-based administration and role-based administration are designed for larger organizations with multiple IT departments and administrators, these management options have been removed from the BlackBerry Professional Software.

Support for applications has also been simplified. You can install BlackBerry® Java® Applications and BlackBerry Browser applications on the BlackBerry devices in your organization, but existing or new BlackBerry MDS Runtime Applications are not supported.

Users can communicate with instant messaging applications such as Google Talk™ or Yahoo!® Messenger, but the BlackBerry Professional Software does not support server-based enterprise instant messaging applications, such as IBM® Lotus® Sametime® or Microsoft® Office Live Communications Server.

If the number of BlackBerry device users in your organization increases, or if you find that users need access to more data or to a broader range of applications, you can upgrade from the BlackBerry Professional Software to BlackBerry® Enterprise Server Version 4.1 SP5 or later.

Migrating to the BlackBerry Professional Software

You can migrate to the BlackBerry® Professional Software from BlackBerry® Enterprise Server – Small Business Edition Version 4.0 or later. If you have a small business solution that is earlier than Version 4.0, you must upgrade to Version 4.0 or later before you migrate to the BlackBerry Professional Software.

You can install the BlackBerry Professional Software either on the current host server for your BlackBerry small business solution or on your mail server. If your present environment is up and running, no additional setup tasks are required. You do not have to remove the software for your existing BlackBerry small business solution before you begin the migration.

During the migration, you can configure the BlackBerry Professional Software to connect to an existing Microsoft® SQL Server® database. Alternatively, the setup application can automatically install a Microsoft® SQL Server® 2005 Express database.

The setup application runs a preinstallation tool that verifies that your environment meets the minimum system requirements for the BlackBerry Professional Software. The tool displays the results of the analysis on the screen. It also writes the results in the log files in the following location: <drive>\Program Files\Research In Motion\BlackBerry Enterprise Server\logs\installer. The file names begin with DetectionLog_ .

If components of your existing BlackBerry small business solution, such as the BlackBerry Router or the BlackBerry Attachment Service, are currently installed on separate computers, the components remain installed, but the BlackBerry Professional Software ignores them and uses the components that the setup application installs during the migration process.

By default, the BlackBerry Professional Software uses the CAL key from your existing BlackBerry small business solution. If you have a new CAL key, you can replace the existing CAL key after the installation.

For more information, see the BlackBerry Professional Software documentation at www.blackberry.com/go/serverdocs.

Migrate to the BlackBerry Professional Software

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Note: You must restart your server during the installation process. The restart can take several minutes.

1. Log in to the host server for the BlackBerry® Professional Software using the account that you use to administer your existing BlackBerry small business solution.
2. Click **Start > Administrative Tools > Services**.
3. Right-click **Lotus Domino Server**. Click **Properties**.
4. Set the **Startup type** to **Manual**.
5. In the **Service status** section, click **Stop**.
6. In the BlackBerry Professional Software installation media, double-click the **setup.exe** file.
7. Complete the instructions on the screen. Consider the following information:
 - If you must resolve any issues that the preinstallation tool detects, click **Cancel**. You can restart the migration after you resolve the issues.
 - If you want to install a Microsoft® SQL Server® 2005 Express database on your server, click **Local**, and then type the Microsoft SQL Server name, the database name, and the authentication type.
 - If you want to connect to an existing local database, click **Local**, and then type the name or IP address of the host computer for the existing database and the name of the existing database.
 - If you want to connect to an existing database, click **Remote**, and then type the name or IP address of the host computer for the existing database and the name of the existing database.
8. When you are prompted to restart your server, click **Yes**.
9. Log in to the host server for the BlackBerry Professional Software using the account that you use to administer your existing BlackBerry small business solution. Wait for the setup application to restart.
10. Complete the instructions on the screen. Consider the following information:
 - The BlackBerry Professional Software uses the CAL key from your existing BlackBerry small business solution. To change the CAL key, type the new information in the CAL key field.
11. To complete the migration and start the BlackBerry Professional Software, click **Start Service**.
12. Click **Finish**.
13. On the taskbar, click **Start > Lotus Domino Server**.
14. Click **Start Domino as a Windows service**.
15. Reset the **Startup type** to **Automatic**.

Troubleshooting the installation process

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A third-party tool did not install successfully and the BlackBerry Professional Software setup application closed

Possible solution

1. In the BlackBerry® Professional Software installation media, double-click the **Tools** folder.
2. Double-click the setup application file for the tool.
3. Complete the instructions on the screen.
4. Restart the BlackBerry Professional Software setup application.

Failed to write License key to the Database. Refer to the installation log file for more information.

This message appears if you change the client access license (CAL) key for the BlackBerry® Enterprise Server - Small Business Edition to the CAL key for the BlackBerry® Professional Software during the migration process. In addition, the BlackBerry Professional Software does not install successfully.

Possible cause

By default, the setup application for the BlackBerry® Professional Software does not overwrite an existing CAL key during the installation, migration, or upgrade process.

Possible solution

You must complete the installation using the existing CAL key for the BlackBerry® Enterprise Server - Small Business Edition. After you complete the installation, you must change to the CAL key for the BlackBerry® Professional Software.

1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > BlackBerry Manager**.
2. Click the **Home** tab.
3. In the **Account** section, click **License Management**.
4. Click **Add License**.

Previous version detected but no database available

This message might appear when you start the setup application. The setup application then closes.

Possible solution

The registry keys that identify the BlackBerry® Configuration Database must exist in the Registry Editor.

1. On the server that hosts the BlackBerry® Professional Software, on the taskbar, click **Start > Run**. Type **regedit**.
2. In the left pane, navigate to HKEY_LOCAL_MACHINE\Research In Motion\BlackBerry Enterprise Server\Database.
3. Right-click **Database**. Click **New > String Value**.
4. Create the following case-sensitive String values if they do not already exist:
 - **DatabaseName**: Right-click the new value. Click **Modify**. Set the **Value data** to the name of the BlackBerry Configuration Database.
 - **DatabaseServerMachineName**: Right-click the new value. Click **Modify**. Set the **Value data** to the computer name of the server that hosts the BlackBerry Configuration Database.
5. Restart the setup application.

The setup application prompts for access to the installation media for Microsoft .NET Framework version 1.1

Possible cause

When the BlackBerry® Professional Software setup application installs Microsoft® .NET Framework version 1.1 SP1 on a computer that hosts a previously installed version of Microsoft .NET Framework version 1.1, it prompts you for access to the installation media for Microsoft .NET Framework version 1.1.

Possible solution

1. In the BlackBerry Professional Software installation media, double-click the **Tools** folder.
2. Double-click the **netfx.msi** file.
3. Complete the instructions on the screen.

Could not open ID file

This message appears when you start the BlackBerry® Professional Software setup application. The setup application then closes.

Possible solution

1. If you installed the IBM® Lotus® Domino® server but have not started it yet, start it and stop it.
2. Restart the setup application.

BlackBerry Router and BlackBerry Dispatcher do not install during the migration or upgrade process

When you migrate or upgrade to the BlackBerry® Professional Software from BlackBerry® Enterprise Server - Small Business Edition or BlackBerry Enterprise Server Express, the BlackBerry Router and BlackBerry Dispatcher do not install, and the BlackBerry Professional Software does not run.

The log files for the setup application do not display any error messages for the migration or upgrade process.

Possible solution

Remove and then re-install the BlackBerry Professional Software.

When you re-install the BlackBerry Professional Software, you must specify both the name of the Microsoft® SQL Server® that hosts your existing BlackBerry Configuration Database and the name of the original database (the default name is BESMgmt).

To point your database to the correct Microsoft SQL Server and database name, at the **Database Settings** step of the migration or upgrade process, consider the following information:

- In the **Database Location** section, specify whether your existing BlackBerry Configuration Database is running on a locally hosted Microsoft SQL Server or on a remote server.
- In the **Database Information** section, type either the computer name or the IP address of the Microsoft SQL Server.
- In the **Database Information** section, type the name of the existing database.
- In the **Database authentication** section, select the authentication type for your existing database. If you are installing a new database, select **Windows (trusted)** authentication.

Adding user accounts

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You create and manage user accounts for the BlackBerry® Professional Software using the BlackBerry Manager.

In the BlackBerry Manager, you can use the Add New Users Wizard to create each user account, or you can create each user account manually. For information about creating a user account manually, see the *BlackBerry Professional Software Administration Guide*.

Preconfigured IT policies in the BlackBerry Professional Software

The BlackBerry® Professional Software provides preconfigured IT policies that you can apply when you set up a user account. You can configure additional IT policy rules in these IT policies or change any settings that are shown in the following table.

IT policy rule	Default IT policy	Basic password security IT policy	Medium password security IT policy	Medium password security (disallow application download) IT policy	Advanced security IT policy	Advanced security (disallow application downloads) IT policy
Device-Only Items						
Password Required	False	True	True	True	True	True
User Can Disable Password	True	False	False	False	False	False
Maximum Security Timeout	—	30 min.	10 min.	10 min.	10 min.	10 min.
Maximum Password Age	—	60 days	30 days	30 days	30 days	30 days
Password Pattern Checks	0	0	at least 1 alpha and 1 numeric character	at least 1 alpha and 1 numeric character	at least 1 alpha and 1 numeric character	at least 1 alpha and 1 numeric character
Enable Long-term Timeout	—	—	True	True	True	True

IT policy rule	Default IT policy	Basic password security IT policy	Medium password security IT policy	Medium password security (disallow application download) IT policy	Advanced security IT policy	Advanced security (disallow application downloads) IT policy
Password policy group						
Maximum Password History	—	—	6	6	6	6
Security policy group						
Disallow Third Party Application Download	False	False	False	True	False	True
Force Lock When Holstered	False	False	True	True	True	True
Content Protection Strength	—	—	—	—	Strong	Strong
Disable USB Mass Storage	False	False	False	False	True	True
External File System Encryption level	0	—	—	—	Encrypt to user password (excluding multimedia directories)	—
Bluetooth policy group						
Disable Serial Port Profile	False	False	False	False	True	True
Disable Discoverable Mode	False	False	True	True	True	True

IT policy rule	Default IT policy	Basic password security IT policy	Medium password security IT policy	Medium password security (disallow application download) IT policy	Advanced security IT policy	Advanced security (disallow application downloads) IT policy
Disable Address Book Transfer	False	False	False	False	True	True
Disable File Transfer	False	False	False	False	True	True
Require LED Connection Indicator	False	False	False	False	True	True
WLAN policy group						
WLAN Allow Handheld Changes	True	False	False	False	False	False

Add a user account

You must set up user accounts on your messaging server before you set up user accounts in the BlackBerry® Professional Software.

When you create a user account, you can assign an IT policy to control settings for the account. You can select one of the preconfigured IT policies, or create your own and select it. For more information about the IT policy rule settings, see the *Policy Reference Guide*.

1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > BlackBerry Manager**.
2. In the BlackBerry Manager, click the **Home** tab.
3. In the **Account** section, click **Add New Users Wizard**.
4. In the user list, click the name of the user whose BlackBerry Professional Software user account you want to create.
5. Click **Select**.
6. Click **OK**.
7. On the Select IT policy screen, specify the IT policy setting for the user account.
8. On the Device Deployment screen, specify how to activate the BlackBerry device.

9. Click **Done**.

Legal notice

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Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada